

# NETWORK MANAGER REPORT

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OCTOBER 2006

SUBMITTED BY Winn McInnis, General Manager

### OVERVIEW

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#### Operations

The month of October produced great results and kept Alabama Interactive (AI) fully entrenched in the peak of the 2007 license renewal season. During the month, AI implemented 3 new applications and completed change management updates for 3 additional applications. Year to date, AI has released a total of 22 new applications to production, surpassing the goal for 2006 of 20 new services. AI currently has applications in production for 33 State agency partners.

#### Highlights during the month were:

- AI worked with the Department of Revenue (ADOR) to implement merchant services for IFTA payments. This application is a transactional based service that has been integrated with a third party provider to handle payments associated with this motor carrier tax.
- The Marriage and Family Therapy Board Therapist License Renewal application was placed in production during the month of October. This application will allow therapists to renew their license online for the renewal period of October – December.
- AI worked with the Heating and Air Conditioning Contractors Board to implement an application to allow heating and air conditioning contractors to renew their professional licenses online. The board has a constituency base of approximately 3,800 who are required to renew their license before the end of each calendar year.
- The Home Builder's Licensure Board renewal application enjoyed a year-over-year increase of 34% through October for Home Builder license renewals. License renewals run through the end of November.
- The Alabama State Bar experienced a 30% increase in online license renewals for attorneys compared to licenses renewed online in 2005.
- AI worked with ISD to implement a Cyber Security web presence for Alabama. The website was featured during a press conference sponsored by Alabama's Homeland Security Director Mr. Walker and the state's CIO, Mr. Burns. The Montgomery Advertiser featured a story about the website in the October 20<sup>th</sup> edition of the paper and WSFA ran the story as its feature during the midday news and on its website.

## **Marketing**

AI has finalized the flyer for the Alabama Board of Nursing Group Online Verification application. This flyer is scheduled to mail out the second week of November to all Alabama healthcare facilities who employ nurses that are not currently utilizing the service. There are approximately 1700 facilities that AI is targeting. The mailer is encouraging the facilities to subscribe to the service to meet their verification requirements by December 31<sup>st</sup>.

AI worked with ISD to modify the original design of the Cyber Security logo that is currently housed on the homepage of alabama.gov. The site was featured during the press conference and in all PSA's that will be aired throughout the state. As added coverage, the site received local attention with an article in the Montgomery Advertiser as well as other media outlets.

The marketing team has been gathering the information to include in the new marketing booklet, which will be used to display a sampling of campaigns that have been utilized in Alabama. The concept remains to develop a tool that agency partners can use to implement marketing ideas to help increase the adoption of each application. As it stands, the book will also include general information containing topics such as, how to do business with AI, things to expect during pre and post development and an FAQ section.

## **Customer Service**

October has kept the customer service team on its toes with peak license renewal season. The customer service team has assisted hundreds of constituents among many different licensing agencies in renewing their professional licenses. The customer service team has noticed that a large majority of the calls that are incoming are for applications that were not live in previous years. This is further signifying the continued growth in adoption as well as return customers.

During this renewal season, the customer service team has had the opportunity to assist many of the State's constituents. In addition to phone support, the customer service team is responsible for making sure each user is able to complete their transactions online. Many of the calls are simple in nature, such as they entered the wrong expiration date on the credit card page or they are not sure how to obtain their license number. Each case is handled on an individual basis to ensure the highest level of acceptance from each customer.

## **Development**

During the month of October, the Development team released three new application and one application update. New applications include Department of Revenue IFTA payments merchant services, Marriage and Family Therapy license renewals, and a Cyber Security application that was added to the portal. In addition the Department of Public Health Facility Renewal application received a number of updates including the addition of credit card payments and a dynamic printable PDF license.

In October the AI Development team implemented a technical application checklist. The checklist was developed to ensure critical components of development are thoroughly tested prior to implementing a new application. Formal signoffs of the checklist are required prior to production implementation.

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## PROJECT REPORT

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### COMPLETED!

#### Completed in 2002

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|-------------------------------------|--|
| Alabama Board of Nursing            | · Renewal of Registered Nursing License<br>· Reactivation of a Nursing License<br>· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | · Electronic Access to Motor Vehicle Records   |
| Alabama Real Estate Commission      | · Renewal of Real Estate Licenses<br>· Broker/Agent Certification  |
| Alabama Secretary of State          | · Merchant Services  |

#### Completed in 2003

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|--|---|
| Alabama State Banking Dept.                              | · Renewal of Small-Loan and MiniCode License<br>· Renewal of Pawn Broker License<br>· Renewal of Mortgage License   |
| Alabama State Bar  | · Membership Renewal  |
| Alabama Board of Chiropractic Examiners                  | · Renewal of License<br>· Licensee Verification   |
| Alabama Department of Conservation and Natural Resources | · Online Hunting and Fishing Licenses<br>· Hunting and Fishing Licenses/Point-of-Sale<br>· Probate Court Point of Sale Hunting and Fishing Licenses<br>· Oak Mountain Bow Hunt Registration<br>· Outdoor Alabama Subscription |
| Alabama Department of Finance, Office of the CIO         | · Alabama State Portal  |
| Alabama Department of Insurance                          | · Merchant Services<br>· Merchant Services for Provider Renewals  |
| Alabama Board of Nursing                                 | · License verification and disciplinary status-Subscriber<br>· Name and Address Change<br>· LPN Renewal   |
| Alabama Real Estate Commission                           | · Instructor License Renewal  |
| Alabama Department of Revenue                            | · Sales, Use and Lodging Tax Filings<br>· Refund Status for Individual Income Tax   |
| Alabama Secretary of State                               | · UCC (Uniform Commercial Code) Filings   |

## Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

## Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

**Completed for 2006**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>
Alabama Licensure Board for Interpreters and Transliterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is complete and in production.
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Expired individual license renewal	Allows individuals to renew expired licenses online.	This application is complete and in production.
Alabama Department of Revenue	Certificates of Good Standing	This application will allow for online access to certificates of good standing.	This application is complete and in production.

Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Alligator Hunt	This application allows citizens to be put into a drawing for Alligator Hunting in Alabama.	This application is complete and in production
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is complete and in production.
Home Builders Licensure Board	Expired Inactive Licenses	This application will allow expired inactive home builders to apply online.	This application is complete and in production.
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical equipment.	This application is complete and in production.
Department of Education	Certification Payments	This will be an online payment service for fingerprinting and certification requests.	This application is complete and in production.
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is complete and in production.
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is complete and in production.
ISD	IT Strategic Planning Application	Application for IT Strategic Planning	This application is complete and in production.



Coastal Birdfest	Coastal Birdfest Merchant Services	This application is a merchant service for Coastal Birdfest	This application is complete and in production.
Alabama State Board of Chiropractic Examiners	Facility Renewal Application	This application allows facilities to renew its license online	This application is complete and in production.
Alabama Department of Revenue	IFTA Merchant Service	Merchant Service for IFTA payments	This application is complete and in production.
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is complete and in production.
Alabama Heating and Air Conditioning Contractors Board	License Renewal	This service will allow heating and air conditioning contractors to renew their license online.	This application is complete and in production.

#### Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.

Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.
Alabama Department of Revenue	Tax export script updates	Scripting update for exporting to Drake.	This application is complete and in production.
Alabama Department of Finance	alabama.gov V.4	2006 version of alabama.gov	This application is complete and in production.
Alabama Real Estate Commission	Application Updates for 2006	These updates have been requested to reflect 2006 changes	This application is complete and in production.
Department of Conservation and Natural Resources	Becoming an Outdoor Woman updates	Updates to the BOW application for fall 2006.	This application is complete and in production.
Alabama Board of Registration for Foresters	Updates to renewal application for 2006	Updates to the Forester renewal application for the 2006 renewal period.	This application is complete and in production.
Alabama State Board of Chiropractic Examiners	Application Updates for 2006	These updates will allow payments via AMEX and eCheck	This application is complete and in production.

Real Estate Appraisers Board	2006 updates to renewal application	Updates for 2006 rules	This application is complete and in production.
Alabama Department of Revenue	Update for Estimations and Extensions failed payments	Update to email user when payment fails	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Outdoor Alabama Magazine update	Updates for vendors responsible for distribution of magazines	This application is complete and in production.
Alabama State Board of Public Accountancy	Updates for CPA app	Global dates; CPA registration	This application is complete and in production.
Alabama Board of Architects	License updates for 2006	Updates to existing Architect applications	This application is complete and in production.
Alabama State Banking Department	2006 Updates for License Renewals	Updates released in phases	This application is complete and in production.
Department of Mental Health and Mental Retardation	Update to Phase 1	Updates to existing Phase 1	This application is complete and in production.
Alabama Board of Pharmacy	Application Updates for 2006	These updates have been requested due to Board changes for 2006	This application is complete and in production.
Alabama Board of Nursing	Application Updates for 2006 (Renewals)	These updates are for the 2006 renewal season	This application is complete and in production.

Alabama State Bar	Update for fees in 2006	These updates are for fee increases	This application is complete and in production.
Examiners in Speech Pathology and Audiology	Updates for 2006	These updates are for 2006 renewal season	This application is complete and in production.
Home Builders Licensure Board	Updates for 2006	These updates are for 2006 renewal season	This application is complete and in production.
Alabama Real Estate Commission	Update for Simple Transfers	Update to the Simple Transfer application	This application is complete and in production.
Alabama Department of Public Health	Updates Facility Renewal CC additions	Update to allow credit card payments	This application is complete and in production.
Alabama Department of Public Health	Updates for online certificates for facility renewals	Update allowing users to print off certificates for facilities	This application is complete and in production.

#### IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	July 2005

Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in testing.	April 2006
Alabama Department of Revenue	Consolidate d Financial Return	Online Consolidated financial return	This application is in testing.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Alabama Department of Revenue	Privilege, Shares, Extensions (PSE)	This application will allow citizens to pay for their business taxes online	This application is in agency testing.	July 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in agency testing.	September 2006

Department of Conversation and Natural Resources	Boat Registration for POS	POS for Boat Registration at Probates	This application is in agency testing.	January 2007
Alabama Board of Professional Engineers and Land Surveyors	Certificates of Authorization	This application will allow facilities to renew their licenses online	This application is in internal testing.	October 2006

### IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for exams.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Agriculture and Industries	Pesticide Education Tracking	This application will allow for online education tracking	This application is on hold by the agency	August 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow Cosmetologists to renew their license online.	This application is in the pre-project planning phase.	November 2006
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in development.	July 2006

Alabama Board of Registration for Foresters	Initial Application	This application will allow new Foresters to apply for a license online	This application is in the pre-project planning phase	December 2006
Alabama Board of Nursing	Update for license verifications	Update for license verifications	This application is in development	December 2006
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	January 2007
Department of Conservation and Natural Resources	magazine subscription adding renewal and gift option to app	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the prep-project planning phase	October 2006
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	This application is in the pre-project planning phase	September 2006
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in the pre-project planning phase	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	October 2007
Alabama Department of Public Health	Update to EMS individual renewals	Updates for 2007 Renewal year	This application is in the pre-project planning phase	January 2007
Alabama Department of Conservation and Natural Resources	Update for Federal Duck Stamps	Update for Federal Duck Stamp (Phone)	This application is in development	November 2006
Alabama Department of Revenue	Update for FTP	Update to integrate with new FTP server	This application is in development	November 2006

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## SERVICE REQUESTS

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### Service Request #115

#### Alabama Liquid Petroleum Gas Board – License Renewal Application

Alabama Interactive requests and recommends that this service for the Alabama LP Gas Board is added to the network as a charge service. The license renewal application will be developed at no cost to the LP Gas Board.

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## MONTH IN REVIEW

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Total October AI Network Transactions	212,288
Average Successful Request per Day:	6,848
Total October alabama.gov Visitors:	197,640
Total October alabama.gov Page Views:	833,335
Total October alabama.gov Chats or Offline Messages from Live Help:	346



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## **OPERATIONS & ADMINISTRATION**

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Alabama Interactive is continuing to follow-up with several proposals for new and innovative services. Some of the new services have been previously implemented in other states through our affiliates.

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## **OTHER BUSINESS/IN CLOSING**

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In closing, October was a busy month with the completion of three new applications as well as several application upgrades for renewals. Several agencies continue to experience strong year over year adoption rates.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at [wmcinnis@alabamainteractive.org](mailto:wmcinnis@alabamainteractive.org)

Respectfully Submitted,

Winn McInnis